

We claim:

1. A method of providing self-supporting service consumers, comprising:

allowing a service consumer to automatically consult  
5 one or more service policy rules associated with the service consumer to request a service;

automatically initiating one or more actions associated with the service policy and the requested service; and

10 automatically invoking one or more service provider tools based on the service policy and the requested service.

2. The method of claim 1, further including:

15 communicating one or more service events that occurred as a result of the automatically initiating one or more actions and the automatically invoking one or more service provider tools.

20 3. The method of claim 2, wherein the communicating includes logging the one or more service events.

4. The method of claim 1, wherein the consumer includes hardware devices, software applications, or  
25 combinations thereof.

5. The method of claim 4, wherein the software applications include over-the-counter applications, custom applications, or combinations thereof.

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6. The method of claim 1, wherein the requested service is a request to provide a solution to fault that occurred in the service consumer.

5        7. The method of claim 1, wherein the one or more service provider tools include knowledgebase, trouble ticketing tool, escalation tool, workflow tool, software delivery tool, or combinations thereof.

10       8. The method of claim 1, further including allowing the service policy to be modified based on the automatic initiating and the automatic invoking steps.

15       9. A self-supporting service consumer system, comprising:

one or more service consumers; and

a container operable to house one or more service policies associated with respective one or more service consumers, the container further operable to provide access  
20 to one or more service provider tools, the one or more service consumers operable to automatically consult one or more service policies to receive a service and the one or more service consumer further operable to automatically invoke one or more service provider tools based on the  
25 service policy and the service via the container.

10. The system of claim 9, further including:

a web-enabled application programming interface residing in the one or more service consumers; and

30       a web service communicating with the container, wherein the one or more service consumers communicate to

the container via the web-enabled application programming interface and the web service over the world wide web.

11. The system of claim 9, wherein the one or more  
5 service consumers include hardware devices, software applications, or combinations thereof.

12. The system of claim 9, wherein the service  
includes handling an exception that occurred in the service  
10 consumer.

13. The system of claim 9, wherein the one or more  
service provider tools include knowledgebase, trouble  
ticketing tool, escalation tool, workflow tool, software  
15 delivery tool, or combinations thereof.

14. The system of claim 9, further including:  
an analysis tool operable to receive events occurring  
as a result of the service provided to the one or more  
20 consumers, the analysis tool further operable to modify the service policy based on received events.

15. A program storage device readable by machine,  
tangibly embodying a program of instructions executable by  
25 the machine to perform method steps of providing self-supporting service consumers, comprising:

allowing a service consumer to automatically consult  
one or more service policy rules associated with the  
service consumer to request a service;

30 automatically initiating one or more actions associated with the service policy and the requested service; and

automatically invoking one or more service provider tools based on the service policy and the requested service.

5        16. The program device of claim 15, further including:

communicating one or more service events that occurred as a result of the automatically initiating one or more actions and the automatically invoking one or more service  
10 provider tools.

17. The program device of claim 15, wherein the communicating includes logging the one or more service events.

15        18. The program device of claim 15, wherein the consumer includes hardware devices, software applications, or combinations thereof.

20        19. The program device of claim 15, wherein the one or more service provider tools include knowledgebase, trouble ticketing tool, escalation tool, workflow tool, software delivery tool, or combinations thereof.

25        20. The program device of claim 15, further including allowing the service policy to be modified based on the automatic initiating and the automatic invoking steps.

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